

**PAST PERFORMANCE SURVEY**

Solicitation DTFASO-09-R-00124

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To: \_\_\_\_\_ (Point of Contact)  
 \_\_\_\_\_ (Company)  
 \_\_\_\_\_ (Phone)  
 \_\_\_\_\_ (Fax)

The Federal Aviation Administration is currently evaluating \_\_\_\_\_  
 \_\_\_\_\_ Company Name  
 and you were listed you as a performance reference. It would be greatly appreciated if you  
 would take 5 or 10 minutes to complete the following information and return to me via fax by  
August 28, 2009 at: **Fax 404-305-5774**

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

Bertha Russell, Contracting Officer  
 Federal Aviation Administration  
 Eastern Logistics Service Area  
 Acquisition Branch, Routing Symbol  
 Atlanta, GA  
 Tel: 404-305-5724

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

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**Respond to the following on a scale of 1 to 5, with 3 being Acceptable, and 5 being Outstanding.**

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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4. To what extent did the contractor's management system provide visibility into problems and risks?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective has the contractor been in identifying user requirements?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. To what extent did the contractor issue professional correspondence?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's Supervisor(s)?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
12. To what extent did the contractor submit required reports and documentation in a timely manner?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the contractor's overall quality of service?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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17. To what extent was the contractor effective in interfacing with the Government staff?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified?  
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

### **Respond: Yes or No.**

20. Were there any cure notices issued? Yes: \_\_\_\_ No: \_\_\_\_
21. Was contractor pro-active? Yes: \_\_\_\_ No: \_\_\_\_
22. Did contractor suggest cost-saving changes? Yes: \_\_\_\_ No: \_\_\_\_
23. Would you recommend this contractor? Yes: \_\_\_\_ No: \_\_\_\_

### **For Federal contracts:**

24. Were there any Labor Department Investigations? Yes: \_\_\_\_ No: \_\_\_\_

24a. If yes, please describe reason and final outcome.

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25. Were there any safety investigations? Yes: \_\_\_\_ No: \_\_\_\_

25a. If yes, please describe reason and final outcome.

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26. Were there any security investigations? Yes: \_\_\_\_ No: \_\_\_\_

26a. If yes, please describe reason and final outcome.

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27. Was there a partial or complete termination for default or convenience?

Yes: \_\_\_\_ No: \_\_\_\_

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27a. If yes, please describe reason and final outcome.

\_\_\_\_\_

28. Are there any pending terminations? Yes: \_\_\_\_ No: \_\_\_\_

29. What is/was the duration of the contract? \_\_\_\_\_

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

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Please provide other comments:

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\_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_